

## David Lewis Medical Practice – Patient Leaflet

Service users at David Lewis have access to a range of clinical services and Chelford surgery provides GP services, sharing it's GP's between Chelford Surgery and David Lewis Medical Practice. This is a specialist service. The patient list operating is for residents at the David Lewis site only. Clinics run on a Monday to Friday 9am – 1pm. The contact details for the practice are below;

David Lewis Medical Practice (Based in the clinic)

Mill Lane,

Alderley Edge

SK9 7UD.

Tel 01565 640000 Ext 2233

Fax: 01565 640201

Email: [cmicb-cheshire.davidlewismedicalpractice@nhs.net](mailto:cmicb-cheshire.davidlewismedicalpractice@nhs.net)

Website: <https://www.chelfordsurgery.co.uk/david-lewis-medical-practice/>

Daily on site surgeries are provided at David Lewis Medical Practice for primary medical care specifically focusing on

- Acute medical problems
- Chronic disease management
- A screening programme to detect any medical problems
- An advanced care strategies to prevent hospital admissions

The David Lewis population has specific individual needs, so, with reasonable adjustment, we ensure that they have equal access to health services as the general population.

The clinic appointments are as follows:-

Monday                9am - 1pm

Tuesday              9am - 1pm

Wednesday          9am - 1pm

Thursday             9am - 1pm

Friday 9am - 1pm

Surgeries can vary during holiday times

A doctor on call is available Monday to Friday, excluding bank holidays, from 8am to 6.30 pm via Chelford Surgery.

### **Details of doctors providing services**

**Dr Helen Thomas MB ChB MRCGP (Liverpool University 1989)**

**Dr Heather Ayra**

**Dr Fiona Sloan BMedSci, BMBS MRCGP, PGCME, DFSRH**

In addition to our doctors we rely on a team of **support staff**.

Nursing staff are provided by David Lewis.

We have administration staff who are available on a part time basis, please contact via David Lewis Clinic reception Tel 01565 640000 Ext 2233. If there is no one available please contact staff at the Chelford Surgery:

Chelford Surgery

Elmstead Road

Chelford

Macclesfield

SK11 9BS

Tel: 01625 861316

Email: [cmicb-cheshire.chelfordsurgery@nhs.net](mailto:cmicb-cheshire.chelfordsurgery@nhs.net)

Practice Manager- Elaine Skepper is available on 01625 861316.

District nurses are available to work with the David Lewis nurses if required and can visit the site.

David Lewis provides many extended services including specialist support nurses and therapy services such as Psychology, Speech and language, Physiotherapy and Occupational therapy.

## **Registration**

New patients living at David Lewis are asked to register with the surgery in the form of a closed list as it is not open to general public registration.

We will ask for you to complete a form with your details on to enable us to request your old records from your GP.

We will arrange for a health check with the Centre cover nurses taking routine measurements and bloods tests, then an appointment with one of the doctors for a full screening medical.

## **Appointments**

Appointments are booked by making contact with clinic reception. The centre cover nurses are available 24 hours a day, 7 days a week and are able to make an initial screening to check the urgency of any appointments that are required and may recommend use of emergency services where appropriate. Home visits can be carried out if a patient is unable to access the clinic. Telephone advice can be given when direct face to face consultations are not required.

## **Prescriptions**

David Lewis has an onsite pharmacy which is open between 10.00 am and 3 .00 pm. Routine prescriptions are ordered by the houses on a regular basis. Any acute prescriptions are issued when a patient is seen. If the pharmacy is closed on site there are out of hour arrangements in place so that a prescription can be fulfilled at any time.

## **Out of hours arrangements**

David Lewis provides nursing cover for 24 hours a day 7 days a week. If there is concern about the health of a resident, centre cover nurses can be contacted to discuss their needs. If a doctor opinion is required then the Centre cover nurses can ring 111 or 999 depending upon the level of urgency or nature of the clinical problem. Immediate care can be given directly by 999.

## **Surgery policies**

### **Complaints policy**

We have a complaints policy within the practice that conforms to current NHS legislation. In the first instance, complaints should be addressed to the practice manager, Elaine Skepper, Dr Thomas is the partner with specific responsibility for handling complaints.

NHS England Complaints Tel 0300 311 2233 or by email [contactus@nhs.net](mailto:contactus@nhs.net)

### **Health and Safety Policy**

David Lewis and the David Lewis Medical Practice have Health and Safety Policies that conform to current legislation. We endeavour to make the clinic a safe environment for staff and patients.

### **Disabled Access**

The clinic is appropriately adapted to the needs of disabled patients.

### **Violent patients- Zero Tolerance- Reference to this is a contractual requirement**

The NHS operates a Zero Tolerance Policy with regards to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

In this situation we are obliged to notify the patients in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it. Primary Care support at NHS England is then responsible for providing further medical care for such patients.

Patients at David Lewis may have behavioural problems which will be managed appropriately.

### **Access to patient information**

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit.

Confidential patient data may also be required for the broader purposes of public health and audit, research, for the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure.

Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless;

1/ It is a matter of life and death or serious harm to you or another individual.

2/ It is overwhelmingly in the public interest to do so.

3/ There is a legal obligation to do so.

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

## **How to get Access to your own Health Records**

The Data Protection Act 1998, allows you to find out what information about you is held on computer, CCTV and in certain manual records. This is known as “right of subject access”. It applies to your health records.

If you want to see the records held by the surgery you should make a written request to Dr Thomas and Dr Yasin. You are entitled to receive a copy but should note a charge will be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

## **On line access**

If you wish to have access to your records on line please contact the practice manager .

## **Statement of purpose**

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement in the health status of the practice in an effective and friendly environment for patients and their relatives. We aim to achieve this by

developing and maintaining a happy, sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in primary health care. To achieve this requires mutual trust and respect between patients and staff. We ask for your help in achieving this and that you tell us if ever you feel that this relationship is not being achieved.

We aim to achieve this by providing access to a full range of medical services provided by doctors, nurses, healthcare assistants and administrative staff.

We also provide primary medical care services to the residents of David Lewis. This population has specific individual needs , so, with reasonable adjustment, we ensure that they have equal access to health services.